

Testing Center, Round Rock Examinee Satisfaction Survey

Spring 2021

Item	VS		S		SS		SD		D		VD		NA
	N	%	N	%	N	%	N	%	N	%	N	%	N
The Testing Center, Round Rock staff responded to my request for an exam in a timely manner.	61	88.4%	5	7.2%	1	1.4%	0	0.0%	1	1.4%	1	1.4%	
The Testing Center, Round Rock staff provided appropriate instructions and directions for my testing request.	56	81.2%	10	14.5%	1	1.4%	2	2.9%	0	0.0%	0	0.0%	
The testing environment worked well for my testing needs.	59	85.5%	4	5.8%	5	7.2%	0	0.0%	1	1.4%	0	0.0%	
The Testing Center, Round Rock staff were successful in providing the accommodation or assistive technology that I needed for my exam.	22	73.3%	7	23.3%	1	3.3%	0	0.0%	0	0.0%	0	0.0%	39
The Testing Center, Round Rock staff addressed and resolved any testing issues that arose during my exam.	12	63.2%	5	26.3%	0	0.0%	1	5.3%	1	5.3%	0	0.0%	50
The Testing Center, Round Rock staff were helpful and treated me with respect.	61	88.4%	4	5.8%	2	2.9%	0	0.0%	1	1.4%	1	1.4%	

Note. VS=Very Satisfied, S=Satisfied, SS=Somewhat Satisfied, SD=Somewhat Dissatisfied, D=Dissatisfied, VD=Very Dissatisfied, NA=Not Applicable